
Memorandum For General Proposal Configurations and/or Additions

TO: Vendors with a current valid proposal for General RFP #3253 for Consulting Services

FROM: David L. Litchlitter

DATE: February 13, 2002

SUBJECT: Project #33607 for consulting services to provide technical support to approximately one-hundred fifty (150) Dell and Gateway workstations and thirty-five (35) Dell, Sony, and Toshiba laptops for the Mississippi Department of Environmental Quality – Office of Pollution Control’s (OPC) Environmental Permits Division (EPD), Environmental Compliance and Enforcement Division (ECED) and OPC’s Administration Division

The Mississippi Department of Information Technology Services (ITS) is seeking the services described below. Our records indicate that your company currently has a valid proposal on file at ITS in response to General RFP #3253 for Consulting Services. Our preliminary review of this proposal indicates that your company offers services that are appropriate to the requirements of this project. Therefore, we are requesting your configuration assistance for the components described below. Please submit a written response for the requested services.

The Mississippi Department of Environmental Quality – Office of Pollution Control’s (OPC) Environmental Permits Division (EPD), Environmental Compliance and Enforcement Division (ECED) and OPC’s Administration Division is requesting the services of two (2) individuals to provide technical support to approximately one-hundred fifty (150) Dell and Gateway workstations and thirty-five (35) Dell, Sony, and Toshiba laptops.

1. SPECIFICATIONS

- 1.1 Vendor will be required to provide the following services:
 - 1.1.1 Set-up and install workstations;
 - 1.1.2 Set-up and install laptops;
 - 1.1.3 Troubleshooting Windows NT workstations and associated peripherals (palm pilots, printers, modems, zip drives, digital cameras, etc.) on the OPC NT network;
 - 1.1.4 Troubleshooting Windows 98/NT laptops and associated peripherals (palm pilots, printers, modems, zip drives, digital cameras, etc.) on the OPC NT network;
 - 1.1.5 Install and troubleshoot software (Microsoft Office, Lotus Organizer, Lotus Notes, etc.) and hardware on the above workstations and laptops.

- 1.2 Individual may be required to perform some NT network administration services. Vendor must include the hourly rate for NT network administration services as a separate line item on the attached CP-6 form. These services will be utilized on an as needed, if needed basis and will consist of the following services:
 - 1.2.1 Add users;
 - 1.2.2 Perform hardware maintenance on servers;
 - 1.2.3 Perform network infrastructure installation.
- 1.3 Individuals must have experience (this information must be provided on the attached Experience Questionnaire) in the following:
 - 1.3.1 Experience installing/upgrading Lotus Notes version 5;
 - 1.3.2 Experience installing Oracle client software;
 - 1.3.3 Experience installing/supporting Microsoft Office 97;
 - 1.3.4 Experience using Norton Ghost software;
 - 1.3.5 Experience installing/supporting Windows NT, 98, and 2000 on IBM compatible desktops and laptops;
 - 1.3.6 Experience troubleshooting and repairing IBM compatible PCs;
 - 1.3.7 Experience troubleshooting IBM compatible laptops;
 - 1.3.8 Experience installing and supporting Palm and Pocket PC OS handheld devices and Intellisync synchronization software;
 - 1.3.9 Experience installing and support parallel, USB, and serial peripheral devices.
- 1.4 Preferred Skills (this information must be included in the Preferred Skills Section of the Experience Questionnaire):
 - 1.4.1 Mississippi Department of Environmental Quality Experience;
 - 1.4.2 Tempo Application Software Experience.
- 1.5 Individual will work under the supervision of OPC NT Network Administrators.
- 1.6 Vendors **must** submit two individuals. One individual will be the primary and the second individual will be the secondary. If the primary is unavailable, the secondary may be called in. If two qualified individuals are not submitted, the vendor's proposal will be eliminated from further consideration. Vendors may propose no more than two individuals.
- 1.7 Individuals will work an average of twenty (20) hours per week, Monday through Friday, between the hours of 7:30 A.M. and 5:30 P.M. A schedule will be negotiated after the contract award.

- 1.8 Contract start date is expected to be March 1, 2002.
- 1.9 Contract period will be for twelve-months. ITS and MDEQ reserve the right to re-new the contract for additional terms. Vendor must specify a maximum % annual increase per year for renewals.
- 1.10 Individuals will be required to work on-site at MDEQ's Southport Center located at 2380 Highway 80, Mississippi and/or at the 101 Capital Street, Jackson, Mississippi location.
- 1.11 Proposed individuals may be required to attend an on-site interview with the Mississippi Department of Environmental Quality – Office of Pollution Control (OPC).
- 1.11 A telephone number must be included for each individual proposed so they can be contacted for a telephone interview. We will work with the vendor to set up a date and time for the interview; however, we must be able to contact the individual directly.
- 1.12 An Experience Questionnaire must be completed and submitted with vendor's response for each individual proposed. All relevant experience must be included in the Experience Questionnaire.
- 1.13 Vendor must provide at least three (3) references for proposed individuals. ITS prefers that references be from completed and/or substantially completed jobs that closely match this request. Reference information can be submitted on the Experience Questionnaire.
- 1.14 A copy of each individuals' resume must be included. Proposals received without resumes will be eliminated from consideration. However, ITS will not use a resume to add experience to the Experience Questionnaire. The Experience Questionnaire must certify the amount of experience in months and the applicable specification(s) met by each project.
- 1.15 The State will use the following items to evaluate the lowest and best responder.
 - 1.15.1 Cost
 - 1.15.2 References
 - 1.15.3 Experience
 - 1.15.4 Interview
 - 1.15.5 Value Add

2. INSTRUCTIONS TO SUBMIT COST INFORMATION

Please use the attached CP-6: General RFP Information Form to provide cost information. Follow the instructions on the form. Incomplete forms will not be processed.

3. DELIVERY INSTRUCTIONS

Vendor must deliver their response to Shey Williams at ITS by Thursday, February 21, 2002 by 3:00 P.M. (Central Time). Responses may be delivered by hand, via mail or by fax. Fax number is (601) 354-6016. **ITS WILL NOT BE RESPONSIBLE FOR DELAYS IN THE DELIVERY OF PROPOSALS.** It is solely the responsibility of the vendor that proposals reach ITS on time. Vendors should contact Shey Williams to verify the receipt of their proposals. Proposals received after the deadline will be rejected.

If you have any questions concerning this request, please e-mail Shey Williams of ITS at shwilliams@its.state.ms.us. **Any questions concerning the specifications detailed in this LOC must be received by Monday, February 18, 2002 by 3:00 P.M. (Central Time).**

Enclosure: CP-6: General RFP Information Form
Experience Questionnaire

CP-6: GENERAL RFP INFORMATION FORM - 3253

Please submit the **ITS** requested information response under your general proposal #3253 using the following format.

Fax your completed form back to 601-354-6016 addressed to the Technology Consultant listed on the fax cover sheet. If the necessary information is not included, your response cannot be considered.

ITS Technology Consultant Name: Shey Williams **RFP#** 3253
Company Name: _____ **Date:** _____
Contact Name: _____ **Phone Number:** _____

FUNCTION	INDIVIDUAL NAME	HOURLY RATE**	INDIVIDUAL'S DIRECT TELEPHONE #
Primary			
Secondary			
Network Administrative Services			

Other requirements as detailed in the Letter of Configuration.

****If Vendor travel is necessary to meet the requirements of the LOC, Vendor should propose fully loaded costs including travel.**

EXPERIENCE QUESTIONNAIRE – Jane Doe - Primary

The information provided below will be used to calculate experience points and to contact references. If one project included more than one specification, you can reference the specifications in one table (See below for example).

Specification	3.1.2, 3.1.3, 3.1.5
Entity	ABC Company
Supervisor's Name	Joe Smoe
Supervisor's Title	Head Honcho
Supervisor's Telephone #	555-555-5555
Supervisor's E-Mail Address	jsmoe@abccompany.com
Length of Project	May 1999 – May 2000 (12 months)
Brief Description of Project	The ABC project allows bankers to share information on-line pertaining to individuals credit reports

Specification	3.1.4, 3.1.5, 3.1.7
Entity	ABC Company
Supervisor's Name	Joe Smoe
Supervisor's Title	Head Honcho
Supervisor's Telephone #	555-555-5555
Supervisor's E-Mail Address	jsmoe@abccompany.com
Length of Project	May 1999 – May 2000 (12 months)
Brief Description of Project	The ABC project allows bankers to share information on-line pertaining to individuals credit reports

Specification	3.1.5, 3.1.6, 3.1.8
Entity	ABC Company
Supervisor's Name	Joe Smoe
Supervisor's Title	Head Honcho
Supervisor's Telephone #	555-555-5555
Supervisor's E-Mail Address	jsmoe@abccompany.com
Length of Project	May 1999 – May 2000 (12 months)
Brief Description of Project	The ABC project allows bankers to share information on-line pertaining to individuals credit reports

Preferred Skills:

MDEQ Experience: Yes or No; Dates:

Tempo Application Software Experience: Yes or No; Dates: